

Virtual Gateway EIM/ESM: Fiscal Year 2020 Important End of Year Dates and Tips for Providers



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In order to help ensure a smooth transition through the year end for FY2020, please read on for key dates and tips in closing out this fiscal year. (*DPH Providers: Refer to Page 3 for Provider Support Information)

Final Date to Release and Authorize Positive FY20

- Monday, August 16th is the final date to release and authorize FY20 billing. This will allow sufficient time for your invoice or Service Delivery Report (SDR) to move through the EIM approval process to result in your receipt of payment.
- Remember that provider organizations are required to continue to report expenses and services for the entire time period of their contracts, even if the contract funds have been exhausted.
- Reminder:** Cost Reimbursement billing cannot be authorized using some versions of Mozilla Firefox. If you have an issue with Firefox then please use Internet Explorer instead.



Important Reminders ...




Contract Amendments

- Remember to stay in communication with your agency contract manager regarding amendment requests.
- Please contact your agency contract manager to find out the last day that line item budget or unit allocation amendment requests can be made for your FY2020 contract.

**** Important EIM/ESM Application Update ****

Any user with no activity in the EIM/ESM application for 3 years or more from the date of last login will be deactivated.

Mark Your Calendar ...

 Key Provider EIM/ESM Dates for FY2020 End of Year	All Providers
FY2020 Close	06/30/2020
FY2021 Open	07/01/2020
Final date for providers to release and authorize negative billing	07/13/2020
The submission deadline for credit only files or manual voids in EIM	07/13/2020
Final date for FY20 Line Item Budget Amendment Requests	07/31/2020
Last day for providers to submit HIPAA Claims (uploaded by 7:30 AM)	08/15/2020
Final date for providers to release and authorize positive billing	08/16/2020

EIM/ESM Provider

Using the Wild Card (%) when Searching in EIM/ESM

- Do not enter the wild card '%' as the only criteria in any search screen.
- If you enter only '%' in a Search screen, your request will take longer and may not be successful due to the volume of data re-

EIM/ESM Hours of Operation Daily: 7:00 AM – 1:00 AM

VG EIM/ESM Business Operations:

If you have remaining questions, you may contact EIM/ESM Business Operations via Email:

EHS-DL-EIM-ESMBusinessOperations@massmail.state.ma.us

When contacting EIM Business Operations with a billing or funding question (s), please provide the following information:

- Your Name
- User ID(s)
- Phone Number
- Provider Organization Name
- Complete Contract Number (s)
- Brief description of the issue

For Billing Issues:

- Contract Type (AR,CR or UR)
- Month & Year of the billing

For SDR Issues:

- Service Code
- Attendance Status Code

For Client Issues:

Please do not include Client Names

- Client ID(s)
- HUBLIVE Number (if client missing from DDS SDR)

VG Customer Service

1-800-421-0938
TTY: (617) 847-6578
Monday – Friday 8:30 am –

EIM/ESM Application Update

The following changes in the EIM/ESM application will come into effect from June 21, 2020.

- ☒ The EIM/ESM application will be imposing certain browser restrictions with-in the application to improve security, transaction processing and help prevent billing and data entry errors. The below link contains details about the browser restrictions within the application. [EIM/ESM browser restrictions](#)

Reconciliation ... Please Begin Your Year-End Reconciliation Process NOW!

- ☒ Consider running the Cost Reimbursement Expenditure Analysis Report to evaluate year-to-date-billing on your Cost Reimbursement contracts.
- ☒ The Payment Tracking Report references your internal tracking number (if entered at billing,) and will give you an overview of year to date payments. The report functions for Unit Rate/SDR and Cost Reimbursement contracts.
- ☒ The Payment Detail by Client Report provides details on payments by client, day and service code along with any corresponding adjustments for Unit Rate/SDR and HIPAA billing.
- ☒ Be mindful, Manual Payments/Adjustments may not be reflected in EIM/ESM for balance reconciliation.

Corrections

- ☒ Submit supplemental negative billing for previous months prior to regular positive billing for a new month. Your negative billing needs to be satisfied with subsequent positive billing to spend down your contract properly. If you have multiple months of corrections to make, consult with your agency contract manager prior to submitting the supplemental invoices to ensure smooth processing. The deadline to release and authorize negative billing is July 13, 2020.
- ☒ For contracts using the Unit Rate SDR, you must void all services before re-billing – even if the initial claim was rejected or not paid.

HIPAA Billing

- ☒ Providers are strongly encouraged to reconcile payables now. HIPAA Claim Status and Payment Detail by Client reports are helpful tools.
- ☒ FY2019 837 batches must be uploaded by 7:30 AM on Saturday August 15, 2020.

Tips on Searching for PRCs/CECs

You can view PRC/CEC details, such as the status and amount, from the PRC/CEC Search screen. We have found the most providers find it useful to search by:

- ☒ Invoice/SDR Reference Number if one was entered when you create an invoice or SDR.
- ☒ Contract number
- ☒ Service From and Service To dates

If you cannot find a PRC/CEC searching with "PRC/CEC Status", try removing the status and search only by Contract Number and Fiscal Year.

As a reminder REJECTED status is to be expected if your contract funds are completely exhausted. There is only cause for concern/action if you see this status and have funds remaining. If you encounter this situation, please contact your agency contract manager for explanation.

Coming Soon ... NEW Online VG Organization On-boarding

We are excited to announce that the Virtual Gateway (VG) is changing the way provider organizations submit paperwork to become a VG Organization and/or establish new or existing Access Administrators (AAs). Our goal is to make this process more efficient. The new VG Organization On boarding process will eliminate the VGSA and AA paper forms to allow new and existing organization to submit their information online.

This change in process is only for the VGSA and AA forms that today require a 'wet' signature. Please note that we are making no changes to the way User Request Forms (URFs) are currently submitted.

Stay tuned and watch for more information regarding the launch of our new VG Organization On boarding process at www.mass.gov/vg!

**EIM/ESM Provider
Resource Center**

This provider tool contains :

- ✓ An overview
- ✓ How to access EIM/ESM
- ✓ Announcements
- ✓ Newsletters
- ✓ FAQs
- ✓ HIPAA—Version 5010 Transactions in EIM/ESM
- ✓ Training and User Materials that have been specifically designed for provider users

For more information, visit:
<https://www.mass.gov/enterprise-invoicesservice-management-eim-esm>

Provider Job Aids are located at <https://www.mass.gov/service-details/eimesm-training-and-user-materials> under the Training and User Materials section. This section can also be accessed quickly by selecting the “Help” tab when you are logged into EIM/ESM.

**Department of Public
Health (DPH) Provider
Support***

Email:
DPH-EEMO-Support@MassMail.State.MA.US

DPH EIM/ESM Management Office: 1-800-232-0093

* DPH Providers should follow key date instructions as directed by the DPH EIM/ESM Management

**Reminder: DDS/DMH Client Enrollments**

Providers are reminded to contact your agency contract manager as soon as possible if:

- You are seeing duplicate enrollments on your SDR. Your agency contract manager will be able to confirm which enrollment you should use for billing.
- A client is not appearing on your SDR. It is possible that the client is not:
 1. Entered into Meditech
 2. Enrolled to the correct contract in Meditech
- The agency can make these corrections.
- A client is still appearing on your SDR after s/he no longer receives services. It is possible the client was not yet end dated in Meditech. Your agency can correct the client record.

EIM/ESM Report Requests

When running reports in EIM/ESM, be sure to enter very specific parameters. The more criteria you enter the more efficiently your data will be retrieved. For a job aid on running reports, visit <http://www.mass.gov/eohhs/docs/vg/eim-esm/training-reports-job-aid.pdf>.

Tips When Using Reports:

- Consider scheduling reports ahead of time or having the results e-mailed to you. The EIM/ESM system allows users to schedule reports to be run Daily and Weekly by the Day of the Week or by Date of Month. You can use the ‘Run Report and Send Email feature’ as well that allows users to begin the processing of a report and send the report as an email attachment. Note: Reports containing client data cannot be emailed.
- While using the Search Reports page to find your completed reports, make sure the “Report Generated Date From” date is on or before the date when you ran the report.
- DO NOT run a report for your entire organization. Always select as many criteria as possible when running a report. The narrower your parameters, the more successful your results will be!
- Report data are generally a day behind. If you need a report with today’s information, please run it tomorrow.

Tips on FY21 Contracts

It is ideal to contact the contract manager in the below scenarios:

- When you try to enroll a client in ESM and the contract does not appear automatically.
- When the Service code (or) Attendance codes are missing in the Service Delivery Report.
- When you come across any kind of account, contract, funding (line item budgets, Max obligations) discrepancies.
- For a new contract, it is a good idea to confirm with the Agency contract manager if a Personal Summary Report, Cost Reimbursement Service Delivery Report (SDR), Accommodation Rate Service Delivery Report (SDR) is mandatory for a particular contract or activity.

Note for Access Administrators

User Request Forms (URFs) are processed as they are received. If submitted users have not received an invitation to the online training, please review your email to see if you have received instructions on how to correct your form before calling Customer Service. (Please note training is required for all new role types. Failure to respond in a timely fashion may result in billing and payment delays. Do not wait until the fiscal year deadlines to see who has access to bill since this will cause delays due to onboarding and/or training requirements.

Ensure that billing staff have: (Includes contingent billing staff)

- ⇒ Completed the correct training
- ⇒ Necessary access

Consider providing EIM/ESM access for a backup user in case of absences or vacations. Do not wait until billing requires submission immediately to request access for a second user. Also, remind users to never share Virtual Gateway user IDs.

Always download the recent most EIM/ESM URF when requesting new user access or new roles at <https://www.mass.gov/service-details/user-request-forms>.